

ABSTRACT

A messaging system support service advantageously allows various types of messaging systems to send intelligent notification alerts to message recipient(s). The Short Message System (SMS) can be used with Global System for Mobile communication (GSM) cellular telephone networks to send an intelligent alert to a mobile phone after a voice message has been delivered to the recipient's voice mail box. In reply, the recipient can respond with a SMS message that directs the voice mail box to take one or more predetermined directions in relation to the message.

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